



October 4, 2005

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket 3628 - Trouble Non-Outage Report for September 2005

Dear Ms. Massaro:

Enclosed please find ten (10) copies of The Narragansett Electric Company's ("Narragansett") Trouble, Non-Outage Report ("Report") for September 2005. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628.

Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at (508) 389-2877.

Very truly yours,

Laura S. Olton

Thomas G. Robinson

Laura S. Olton

Enclosures

cc: Docket 3628 Service List
Paul Roberti, Esq.
Al Contente, Division
Steve Scialabba, Division

The Narragansett Electric Company
Trouble Non-Outage and Outage Calls Report¹
2005

<u>2005</u>	Number of Trouble Non-Outage <u>Calls</u>	Number of <u>Outage Calls</u>	Total Number of <u>All Calls</u>
January	300	5,600	30,532
February	222	4,481	29,646
March	269	5,082	35,040
April	281	5,915	38,948
May	219	5,559	39,327
June	260	6,928	40,575
July	335	10,616	43,808
August	259	9,969	50,483
September	225	6,167	46,193
October			
November			
December			
Total	2,370	60,317	354,552

¹The numbers contained in this report reflect calls answered by a customer service representative.

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.



Joanne M. Scanlon

October 4, 2005

Date

Narragansett Electric Company – Service Quality Plan
Docket 3628 - Service List as of 10/27/04

Name	E-mail Distribution List	Phone/FAX
Laura Olton, Esq. Narragansett Electric Co. PO Box 1438 Providence RI 02901-1438	Laura.olton@us.ngrid.com	401-784-7667 401-784-4321
	Joanne.scanlon@us.ngrid.com	
Leo Wold, Esq. Dept. of Attorney General 150 South Main St. Providence RI 02903	Proberti@riag.state.ri.us	401-222-2424 ext. 2299 401-222-3016
	Steve.scialabba@ripuc.state.ri.us	
	David.stearns@ripuc.state.ri.us	
	Al.contente@ripuc.state.ri.us	
John Stutz Tellus Institute 11 Arlington St. Boston MA 02116-3411	Jstutz@tellus.org	
W. Mark Russo, Esq.	mrusso@frlawri.com	
Original & nine (9) copies file w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Boulevard Warwick RI 02888	Lmassaro@puc.state.ri.us	401-941-4500
	Sfrias@puc.state.ri.us	
	Tmassaro@puc.state.ri.us	
W. Mark Russo, Esq.	mrusso@frlawri.com	

cc: Steve Scialabba, RI Division